

SECTION 10 - DIRECTORY

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Issued: June 30, 2000

By: Shaher Mizyed, President  
1301 Pioneer Parkway  
Peoria, Illinois 61615

Effective: July 30, 2000

Section 10 - DIRECTORY

10.1 ALPHABETICAL DIRECTORY

10.1.1 Main Listings

- a. The Company contracts with an outside provider, which may be the Incumbent Local Exchange Carrier, for directory listings. All references to the directory of the Company will mean the directory published by the outside provider.
- b. The term "listing" refers to the information in light face type in the alphabetical directory and the Directory Assistance Records of the Company.
- c. Listings provided without charge are as follows:
  - 1. One listing for each individual line. Where individual lines are grouped for incoming service, only one listing will be provided for each such group.
  - 2. One listing for each PBX or interconnecting system.
- d. The name listed in the directory has no bearing on who is responsible for payment of the account associated with the number being listed.

Section 10 - DIRECTORY (Cont'd)

10.1 ALPHABETICAL DIRECTORY (Cont'd)

10.1.2 Composition of Listings

- a. Listings are limited to information essential to the identification of the listed party.
- b. Addresses
  - 1. Each listing normally includes the number and street name location where the telephone service is furnished. The name of a building may be shown in case of buildings commonly known by name.
  - 2. Upon Customer request, the address may be omitted, a post office box number may be shown, or a partial address (omitting number) may be shown. In directories where locality names are normally part of the address, a partial address consisting of the name of a locality may be shown.
- c. The Customer may request a main listing different from the billing name and address of the service. All such requests will be honored to the extent possible under the terms of the contract described in Section 11.1.1.a above.

10.1.3 Types of Listings

In addition to the main listing as described above, the following options are available for an additional charge.

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10.1 ALPHABETICAL DIRECTORY (Cont'd)

10.1.3 Types of Listings (Cont'd)

a. Indented Listings

An indented listing is indented under a standard listing or under a caption, and may not include more than a designation, address, and telephone number. A caption consists of a name, and may include a designation, but not a telephone number. An address may be included only if all of the services listed under the caption are located at the same address. When the same designation is appropriate for two or more indented listings, it may be shown as a sub-caption. Indented listings are permissible when a Customer is entitled to two or more listings of the same name with different addresses or different telephone numbers.

b. Duplicate Listings

Any listing may be duplicated in a different directory (where offered) or under a separate geographical heading in the same directory. Such listing may be duplicated in indented form.

c. Reference Listing

A Customer with a listing in a different geographic heading may have an indented listing in reference form ("See . . .") in lieu of a duplicate listing.

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10.1 ALPHABETICAL DIRECTORY (Cont'd)

10.1.3 Types of Listings (Cont'd)

d. Cross Reference Listing

A Customer may have a related listing in the same alphabetic group listing when required for identification of the listed party and not designated for advertising purposes.

e. Alternate Telephone Number Listings

Any listed party who has made arrangements for receiving calls at a different telephone number during an absence or at night may have the alternate numbers listed in the directory. Such listings may be furnished as an indented listing or as a sub-caption.

f. Semi-Private Listing

At the request of the Customer, the telephone number is omitted from the Company's alphabetical directory and designated as a "non listed" telephone number and the telephone number is included in the Directory Assistance records available to the general public. In addition, the telephone number is displayed for 911 and E911 emergency service and provided when a law enforcement agency requests it in writing.

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## 10.1 ALPHABETICAL DIRECTORY (Cont'd)

## 10.1.4 Non-Published Service

## a. General

The telephone numbers of non-published service are not listed in either the Company's alphabetical directory or Directory Assistance records available to the general public. However, where a government agency subscribes to Universal Emergency Telephone Number Service (911) or Enhanced Universal Emergency Telephone Service (E911), the telephone number, name, and address of a Customer with non-published service will be displayed when the Customer dials 911 and is connected to a Public Safety Answering Point (PSAP) for dispatch of emergency service. In addition, the Company will provide a Customer's non-published number when a law enforcement agency requests it in writing.

## b. Regulations

1. Except as otherwise provided in this paragraph, incoming calls to non-published service will be completed only when the calling party places the call by number. In claims of emergencies involving life and death, the operator will call the non-published number and request permission to make an immediate connection to the calling party. If the connection is refused, the calling party will be advised.
2. The acceptance by the Company of the Customer's request to refrain from publishing his or her telephone number in the Directory does not create any relationship or obligation, direct or indirect, to any person other than the Customer.

Section 10 - DIRECTORY (Cont'd)

10.1 ALPHABETICAL DIRECTORY (Cont'd)

10.1.4 Non-Published Service (Cont'd)

b. Regulations (Cont'd)

3. In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing the telephone number of non-published service in the directory or disclosing said number to any person shall attach to the Company, and where such a number is published in the directory, the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such non-published service.
4. The Customer indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly, by the publication of the number of a non-published service or the disclosing of said number to any person.

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10.2 [RESERVED FOR FUTURE USE]

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Section 10 - DIRECTORY (Cont'd)

## 10.3 DIRECTORY INFORMATION REQUESTS

Requests for directory information are provided by dialing Directory Assistance. (See Section 5.7.) Information will not be issued by the Company outside of normal directory assistance procedures unless the request is made by an emergency agency. Directory information will only be provided to emergency agencies after a formal request is presented to the Company in writing. The requesting agency must agree to pay for the costs incurred by the Company in providing the information, and must certify that the information will be used only for the purpose of providing its services to the community.

## 10.4 LIABILITY OF THE COMPANY FOR ERRORS

## 10.4.1 General

In the absence of gross negligence or willful misconduct, and except for the allowances stated elsewhere in this Tariff, no liability for any damage of any nature whatsoever arising from errors in directory listings or errors in listings obtainable from the Directory Assistance operator, including errors in reporting thereof, shall attach to the Company. A listing is considered in error only when it shows the Customer on the wrong street, or in the wrong community. The Customer must notify the Company of an error.

## 10.4.2 Allowance for Errors

An allowance for errors in published directory listings or for errors in listings obtainable from the Directory Assistance operator shall be given as follows:

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10.4 LIABILITY OF THE COMPANY FOR ERRORS (Cont'd)

10.4.2 Allowance for Errors (Cont'd)

a. Free Listings

For Free or non-charge published directory listings, credit shall be given at the rate of two times the monthly rate for an additional or charge listing affected, for each month of the life of the directory or the charge period during which the error occurs. The Company may issue the credit in a lump sum if it chooses to do so.

b. Charge Listings

For each additional or charge published directory listing, credit shall be given at the monthly Tariff rate for each individual line affected, for each month of the life of the directory or the charge period during which the error occurs.

c. Operator Records

For free or charge listings obtainable from records used by the Directory Assistance operator, upon notification to the Company of the error in such records by the Customer, the Company shall be allowed a period of three business days to make the correction. If the correction is not made in that time for reasons within the control of the Company, credit shall be given at the rate of two-thirtieths (2/30) of the basic monthly rate for the line or lines in question for each day thereafter that the records remain uncorrected.

The total amount of any credit shall not exceed, on a monthly basis, the total of the charges for each listing plus the basis monthly rate for the line(s) in question. No allowance will be provided for errors caused by other carriers or operator service providers.

SECTION 11 - RATES & CHARGES

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Section 11 - RATES & CHARGES

## 11.1 CONNECTION CHARGES

## 11.1.1 Service Order Charge:

	<u>Business</u>	<u>Residence</u>
Flat Rate Service	\$24.95	\$24.95
Voice Channel (56 Kbps)	\$4.95	\$4.95

## 11.1.2 Premises Visit Charge:

	<u>Business</u>	<u>Residence</u>
First (per 15 min. increment)	\$19.00	\$17.00
Add'l. (per 15 min. increment)	\$13.00	\$11.00

11.2 RESTORAL CHARGE: \$12.40

## 11.3 MOVES, ADDS AND CHANGES

	<u>Move</u>	<u>Change</u>
Residence Charge per order:		
First	\$7.50	\$7.50
Additional	\$7.50	\$7.50
Business Charge per order:		
First	\$7.50	\$7.50
Additional	\$7.50	\$7.50

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Section 11- RATES & CHARGES

## 11.4 CHARGES ASSOCIATED WITH PREMISES VISIT

## 11.4.1 Trouble Isolation Charge

	<u>First</u>	<u>Additional</u>
Per Premises Visit, Residence: (per 15 min. increment)	\$33.50	\$29.50
Per Premises Visit, Business: (per 15 min. increment)	\$13.50	\$11.50

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Section 11 - RATES & CHARGES (Cont'd)

## 11.5 SUPPLEMENTAL SERVICES

## 11.5.2 ADVANCED CALLING FEATURE SERVICES

	<u>Monthly</u>	<u>Nonrecurring</u>
<u>Advanced Calling Line Charge:</u>		
Caller ID	\$1.95	\$4.95
Call ID with Name	\$1.95	\$4.95
Auto Callback	\$2.50	\$0.75
Auto Recall		
Call Trace	\$4.00	\$0.75
Selective Call Rejection	\$3.00	\$0.75
Three Way Calling	\$1.95	\$4.95

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Section 11 - RATES & CHARGES (Cont'd)

## 11.5.3 BUSY LINE VERIFICATION AND INTERRUPT SERVICE

Verification Charge, each request	\$1.00
Interrupt Charge, each request	\$1.05

## 11.5.4 BLOCKING SERVICE

	<u>Nonrecurring Charge</u>	<u>Per-Use Charge</u>
900, 971, 974, and 700 Blocking	\$4.95	\$0.25

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Section 11 - RATES & CHARGES (Cont'd)

11.5 SUPPLEMENTAL SERVICES (Cont'd)

11.5.5 REMOTE CALL FORWARDING SERVICE

	<u>Monthly</u>	<u>Nonrecurring Service Order</u>	<u>Line Connection</u>
Per Initial Feature	\$14.50	\$17.50	\$11.00
Per Additional Feature	\$09.95	\$17.50	\$11.00

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Section 11 - RATES & CHARGES (Cont'd)

11.6 RESIDENTIAL NETWORK SWITCHED SERVICES

11.6.1 MESSAGE RATE RESIDENCE LINE SERVICE

	Monthly <u>Charge</u>
<u>Monthly Recurring Charges:</u>	
- Each Base Service Line	\$24.95
- Each Voice Channel (56 Kbps)	\$14.95

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Section 11 - RATES & CHARGES (Cont'd)

11.7 BUSINESS NETWORK SWITCHED SERVICES

11.7.1 BASIC BUSINESS LINE SERVICE

Monthly  
Charge

Monthly Recurring Charges:

- Each Base Service Line \$24.95
- Each Voice Channel (56 Kbps) \$14.95

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Section 11 - RATES & CHARGES (Cont'd)

## 11.7 BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

## 11.7.2 Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI)

Where appropriate facilities do not exist, Special Construction charges will also apply.

<u>Charges</u>	<u>Recurring Charges - Term</u>				<u>Nonrecurring</u>
	<u>Monthly</u>	<u>3 Yrs</u>	<u>5 Yrs</u>	<u>7 Yrs</u>	
ISDN-PRI:					
PRI System Termination	\$17.00				\$50.00
PRI "B" Channel	\$4.00	\$3.75	\$3.50	\$3.25	\$15.00
Switched Data "D"	\$6.50	\$6.30	\$6.10	\$5.90	\$15.00
Packet Switched Data "B"	\$85.00	\$80.00	\$75.00	\$70.00	\$100.00
High Speed Packet Switched Data "B"	\$20.00				\$50.00
Each Additional Multipoint Terminal	\$2.50				\$5.00

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Section 11 - RATES & CHARGES (Cont'd)

## 11.7 BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

11.7.2 Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI)  
(Cont'd)

<u>Mo.</u>	Contract	Non- Recurring	3 Year Contract		5 Year
		<u>Charge</u>	<u>Per Mo.</u>	<u>Per Mo.</u>	<u>Per</u>
A.	ISDN Direct Line/N2Q	37.97	8.73	8.54	8.36
	ISDN Direct Line National/P2B	37.97	8.73	8.54	8.36
B.	Distance extension charge for Beyond normal transmission range Per ISDN Line/XTN/	20.79			
C.	Circuit Switched Voice Service Element Standard capabilities and features as described in 6.2 preceding, per "B" channel Equipped/LTQ5X/	13.88	2.63	2.46	2.30

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Section 11 - RATES & CHARGES (Cont'd)

## 11.7 BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

11.7.2 Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI)  
(Cont'd)

<u>Mo.</u>	Contract	Non-Recurring	3 Year Contract		5 Year
		<u>Charge</u>	<u>Per Mo.</u>	<u>Per Mo.</u>	<u>Per</u>
	Additional Multiple Call Appearance, each/ ACSPB/	4.65	0.51		
	Secondary Telephone Numbers, Each/D06/	1.03	0.95		
D.	Circuit switched Data Service Element Standard Capabilities and features as described in 6.2 preceding, apply per "B" channel equipped/LTQ6X/	13.88	6.33	6.19	6.06
E.	Alternate Circuit Switched Voice Service/Circuit Switched Data Service Element Charge Standard capabilities and features as described in 6.2 preceding, apply per "B" channel equipped/LTQ1X/	13.88	6.99	6.86	6.73
F.	Packet Switched Data "B" Channel Service Element Charge Standard capabilities and features as described in 6.2 preceding, apply per "D" service enabled/LTQ3X/	87.72	62.75	59.76	56.70

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## 11.7 BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

11.7.2 Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI)  
(Cont'd)

	<u>Non- Recurring Charge</u>	<u>Per Mo.</u>	<u>3 Year Contract Per Mo.</u>	<u>5 Year Contract Per Mo.</u>
G. Packet Switched Data "D" Channel Service Element Charge Standard capabilities and features as described in 6.2 preceding, apply per "D" service enabled/LTQ4X/	13.87	3.80	3.72	3.63
H. Subsequent changes for Circuit Voice and/or Circuit Switched Data and/or Packet Switched Data Rearrangements to add line appearances or move line or feature appearances, per line per occasion/PRCC/	6.94			
I. Additional Call Offering/NCO/	4.65	0.62		
J. Intercom Calling/NZV/	4.65	1.70		
K. Message Waiting Indicator, Each/MCN/	4.66	1.87		
L. Station Controlled Conference - 6 Port/EQ6/	13.85	12.84		
M. On-Demand Packet Switched Data "B" Channel/ LTH7X/	45.69	16.41	16.41	16.41

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Section 11 - RATES & CHARGES (Cont'd)

## 11.7 BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

## 11.7.3 Other Charges

## A. Presubscribed Interexchange Carrier Charge (PICC)

A presubscribed interexchange carrier charge (PICC) will apply to each presubscribed line on a Customer's account.

<u>Type</u>	<u>Monthly Charge</u>
Business Line	\$0.39
ISDN PRI	\$0.09

## B. Universal Service Fund Fee

On gross local and intrastate charges	1.2%
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Section 11 - RATES & CHARGES (Cont'd)

## 11.7 BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

## 11.7.5 Asymmetrical Digital Subscriber Line

	Nonrecurring <u>Charge</u>	Monthly <u>Charge</u>
ADSL Trunk 256K/256K	\$99.95	\$34.95
Increase inbound bandwidth from ISP by 64Kbp	\$4.95	\$4.95
Increase outbound bandwidth from ISP by 64Kbp	\$4.95	\$4.95

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Section 11 - RATES & CHARGES (Cont'd)

## 11.7 BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

## 11.7.6 DSL Trunks

## a. DSL-1

	<u>Nonrecurring Charge</u>	<u>Monthly Charge</u>
DS-1 Trunk	\$99.95	\$104.95
DS-1 interoffice Mileage/Mile	\$ 9.95	\$ 4.95
DS-1 Cross Connect	\$49.95	\$ 49.95

## b. DSL-3

	<u>Nonrecurring Charge</u>	<u>Monthly Charge</u>
DS-3 Trunk	\$999.95	\$995.95
DS-3 interoffice Mileage/Mile	\$ 19.95	\$ 9.95
DS-3 Cross Connect	\$ 99.95	\$499.95
Cost Per Side to MUX a DS-3 into T-1's	\$2,999.95	\$499.95

## c. OC-3

	<u>Nonrecurring Charge</u>	<u>Monthly Charge</u>
OC-3 Trunk	\$1,999.95	\$1,999.95
OC-3 interoffice Mileage/Mile	\$ 49.95	\$ 24.95
OC-3 Cross Connect	\$ 199.95	\$ 199.95

## D. OC-12

	<u>Nonrecurring Charge</u>	<u>Monthly Charge</u>
OC-12 Trunk	\$2,999.95	\$2,999.95
OC-12 interoffice Mileage/Mile	\$ 99.95	\$ 49.95
OC-12 Cross Connect	\$ 499.95	\$ 499.95

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Section 11 - RATES & CHARGES (Cont'd)

## 11.7 BUSINESS NETWORK SWITCHED SERVICES (Cont'd)

## 11.7.8 MultiDSL Data Options

	<u>Nonrecurring Charge</u>	<u>Monthly Charge</u>
a. Increase inbound bandwidth from ISP by 64Kbp	\$4.95	\$4.95
b. Increase outbound bandwidth from ISP by 64Kbp	\$4.95	\$4.95

## 11.7.9 MultiDSL Package

<u>Nonrecurring Charge</u>	<u>Monthly Charge</u>
\$199.95	\$69.95

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